

# CARING FOR THE AGING POPULATION DURING COVID-19

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RESOURCES FOR  
COUNTY LEADERS



# AGENDA

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**HON. MARY ANN BORGESON** | NACo President; Commissioner, Douglas County, Neb.

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**SAMANTHA KOEHLER** | Senior Policy Aide, U.S. Senate Special Committee on Aging (Minority)

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**SANDY MARKWOOD** | Chief Executive Officer, National Association of Area Agencies on Aging

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**KRISTY COTTRELL** | Director, Davis County Senior Services, Davis County, Utah

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**Q & A** | Email questions to [rmerker@naco.org](mailto:rmerker@naco.org)

# SAMANTHA KOEHLER

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**Senior Policy Aide**  
U.S. Senate Special  
Committee on Aging  
(Minority)

[Samantha\\_Koehler@aging.senate.gov](mailto:Samantha_Koehler@aging.senate.gov)



# SENATE AGING COMMITTEE DEMOCRATS

- [Share your stories, photos and videos](#) about what Home and Community Based Services mean to older adults and the direct support professionals and personal care attendants who support them. Send your story to [Casey\\_SeniorSpotlight@aging.senate.gov](mailto:Casey_SeniorSpotlight@aging.senate.gov) or share your story, photo or video on Twitter with the hashtag #WhatWeNeed and tag @DemsonAging
- [Coronavirus Relief for Seniors and People with Disabilities Act \(S. 3544\) One Pager](#)
- [Senator Bob Casey \(D-PA, Ranking Member\) Coronavirus Landing Page](#)



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# Caring for the Aging Population During COVID-19: Resources for County Leaders

April 9, 2020

# Sandy Markwood

Chief Executive Officer

National Association of Area Agencies  
on Aging



# Aging Network Dynamics

- Nearly 60 percent of AAAs are administered through a governmental entity, including 25 percent through county governments
- AAAs and their providers are on the front lines serving the population that is at particular medical and economic risk from the COVID-19 pandemic
- Thus far the response has been, “locally executed, state managed, and federally supported” and AAAs are a vital partner in local/state response
- **Local, regional and state governments especially critical in ensuring that the Aging Network can support older Americans and caregivers throughout the COVID-19 pandemic**

# Aging Network Challenges

## Service Delivery Challenges

- Program closures and increased social isolation
- Changing service delivery models
- Shortages of essential volunteers and staff
- Increase in service demand from emerging populations
- Ensuring safe service delivery and continued access to supplies (e.g., meals, cleaning supplies)
- Watching for increases in fraud and abuse during health crisis

## Administrative Challenges

- Maintaining health and safety of AAA & providers, clients, and staff—especially access to PPE!
- Adapting to remote workforce
- Confusion about the status of the Aging Network workforce (essential? yes; emergency responders?)
- Confusion re: funding flexibilities
- Local and state coordination (aging ↔ health care/public health) vis-à-vis federal support
- Many questions, few easy answers



# Aging Network Adaptations

- Implementing innovative/flexible service delivery models
  - Redirecting resources to in-home service delivery
  - Drive-through meal/groceries pick-up
  - Implementing technology to achieve case management/service delivery
  - Identifying alternative sources for volunteers/supplies
- Increased coordination with state/national networks and partners to ensure best practice dissemination and collective trouble shooting
  - Increasing communication at all levels

# Examples from the Field

*New York – County-based AAAs are combating social isolation by distributing up to 1,000 animatronic pets to isolated older adults*



*"Now I don't feel like this is the end of the world"*



*Indiana – AAAs partnering with counties to establish hotline to assist older adults in getting access to necessary materials during the crisis*

# Emergency Funding for the Aging Network

- **Families First Act**
  - \$240m for OAA Title III C Nutrition Services
    - \$160m for home-delivered meals
    - \$80m for congregate programs
  - \$10m for OAA Title VI Native American aging program nutrition services
- **CARES Act**
  - \$870m for Older Americans Act programs
    - \$480m in flexible Title III C1 and C2 nutrition services
    - \$200m for Title III B supportive services
    - \$20m for Title VI Native American aging program nutrition services
    - \$100m for Title III E family caregiver support services
    - \$20m for Title VII elder rights protection activities
    - \$50m for Aging and Disability Resource Centers

# How County Elected Leaders Can Help



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March 26, 2020

National Association of  
Area Agencies on Aging

1100 New Jersey Avenue, SE  
Suite 350  
Washington, DC 20003

P 202.872.0888  
F 202.872.0057

n4a.org

Commissioner Mary Ann Borgeson, President  
National Association of Counties (NACo)  
660 North Capitol Street, Suite 400  
Washington, DC 20001

Dear President Borgeson:

I write today on behalf of the National Association of Area Agencies on Aging (n4a), which represents the country's 622 Area Agencies on Aging (AAAs) and the more than 250 Title VI Native American aging programs. As you know, these local aging programs are on the front lines responding to the needs of older adults and caregivers who are especially vulnerable during the coronavirus pandemic.

More than 25 percent of AAAs and Title VI aging programs across the country are administered through county governmental entities and all of them work closely with local and regional governmental agencies and leaders. Although n4a has not traditionally weighed in on local government policy or decision-making, given the fact that federal leaders are espousing that COVID-19 response efforts be "locally executed, state led, and federally supported," we believe that precedent should be set aside in the current circumstances. We know that many of NACo's leaders and members are serving critical and leading roles in responding to this nationwide public health threat, and n4a believes it is important to elevate several key issues that directly impact the health and well-being of our nation's older adults to county elected leaders and their national association.

Specifically, there are some important decisions that state and local government leaders will need to make that will directly affect how quickly and comprehensively the Aging Network can respond to the needs of older adults in communities.

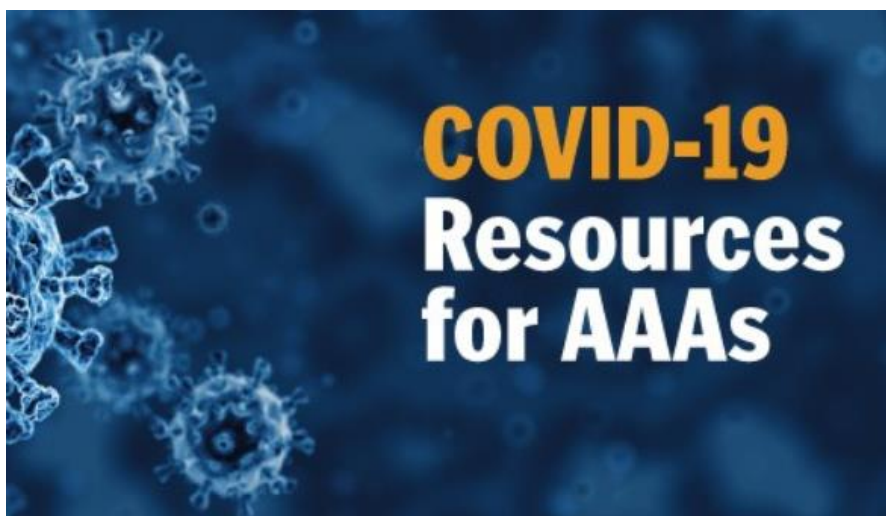
We know that county officials are working closely with their regional and state leaders to adequately meet these needs during this health and economic crisis. To that end, and to ensure that older Americans—especially those who were vulnerable and in need of assistance in their

- **Connect with your local AAA** (especially if it is not county-based!)
- Help to ensure your local governmental colleagues and leaders **understand the important role of the AAA** in responding to this crisis
- **Designate**, or urge your state leaders to designate, the **Aging Network workforce as essential**
- **Promote access to personal protective equipment** (PPE) for the Aging Network workforce
- Push to **provide maximum flexibility** for the Aging Network to adapt service delivery models

[n4a letter to NACo](#)

# n4a Resources and Action

- Advocacy to Congress and Administration
- Eldercare Locator: [eldercare.acl.gov](https://eldercare.acl.gov)
- n4a's COVID-19 Resources for Aging Network Stakeholders



- » Access to AAA webinars/podcast featuring local best practices
- » Highlights federal agency resources and guidance
- » Includes policy updates and outlines n4a's federal policy priorities for the Aging Network during the COVID-19 crisis
- » Provides tools and resources for local AAAs and providers to use in educating older adults

# Davis County Health Department's Senior Services

An Area Agency on Aging




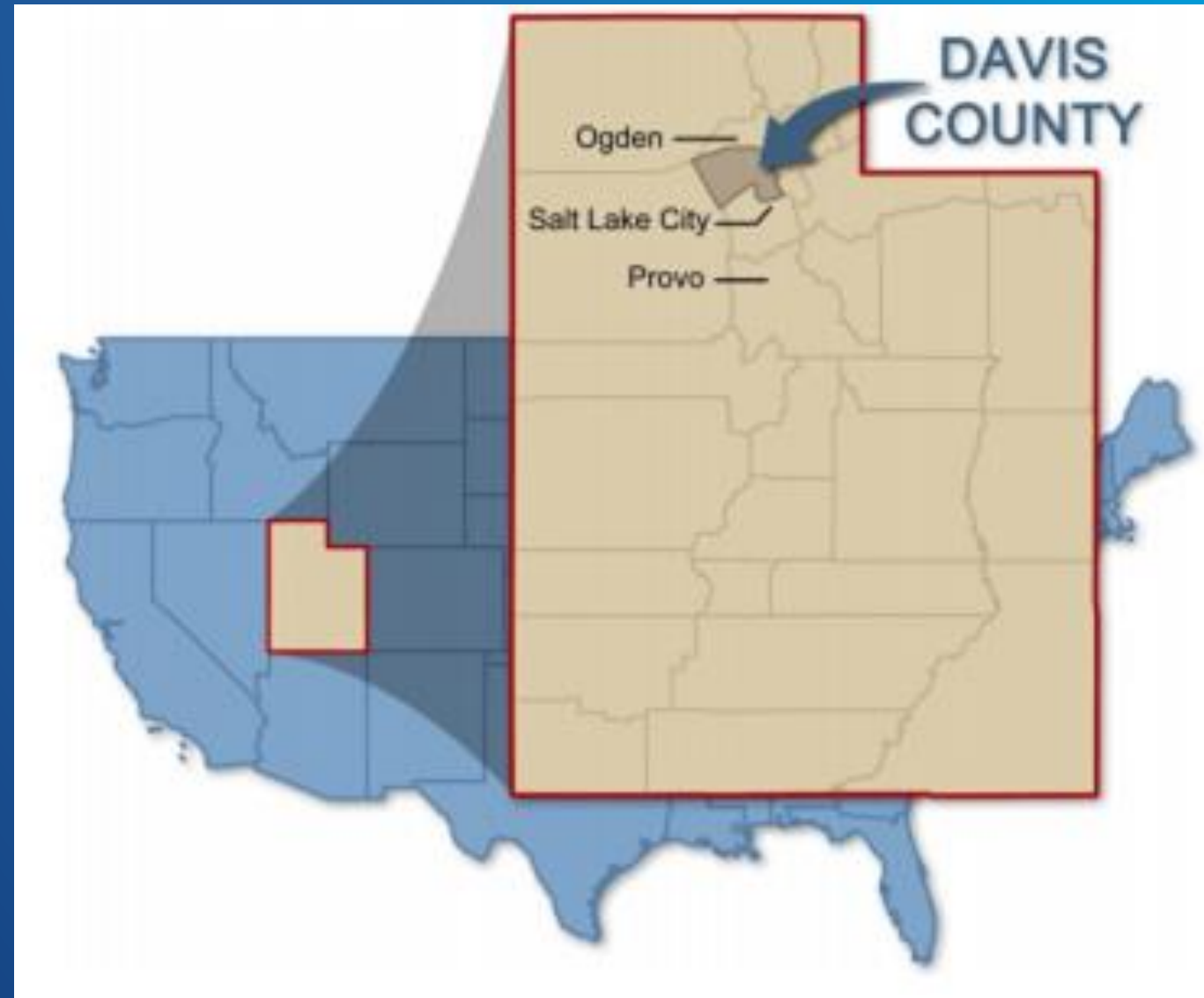
Kristy Cottrell, MPA, RN  
Deputy Director Senior Services



Healthy Choices. Healthy People. Healthy Communities.



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- Board of Commissioners (3 member)
  - County Health Department
  - Area Agency on Aging - Senior Services



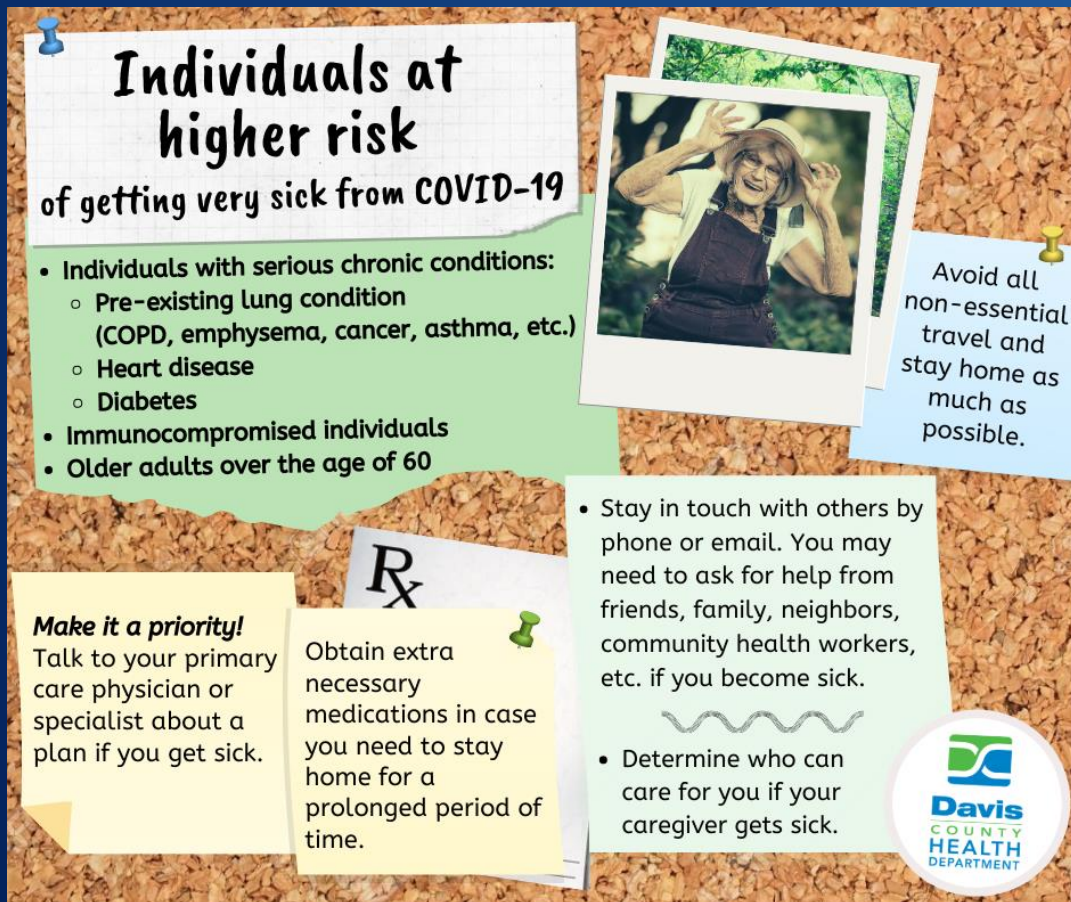
# Working Closely with Community Leaders

- Utah Department of Health
- County Commissioners
- City Leaders
- First Responders
- Governor's Office





# Keeping High Risk Populations Informed



**Individuals at higher risk of getting very sick from COVID-19**

- Individuals with serious chronic conditions:
  - Pre-existing lung condition (COPD, emphysema, cancer, asthma, etc.)
  - Heart disease
  - Diabetes
- Immunocompromised individuals
- Older adults over the age of 60

**Make it a priority!**  
Talk to your primary care physician or specialist about a plan if you get sick.

Obtain extra necessary medications in case you need to stay home for a prolonged period of time.

Avoid all non-essential travel and stay home as much as possible.

Stay in touch with others by phone or email. You may need to ask for help from friends, family, neighbors, community health workers, etc. if you become sick.

Determine who can care for you if your caregiver gets sick.

**Davis County Health Department**

**AP** Washington virus deaths hit 22, 3 more from nursing home

## Washington virus deaths hit 22, 3 more from nursing home

By MARTHA BELLISLE March 9, 2020



SEATTLE (AP) — King County public health officials on Monday reported three new deaths from

# Emergency Operations Center

- Department Operations Center
  - Outreach Partnership with Environmental Health
  - Trusted resource and knowledge of the community
    - Providers & Facilities
- County Operations Center
  - Staff for Meal Delivery
  - Donations, Volunteers

## COVID-19 PPE Request Form - Davis County



Once your request is submitted it will be prioritized. A staff member of the Health Department will contact you to let you know the status of your request. If the requested supplies are available the County EOC will contact you regarding order fulfillment.



**Cases**  
158



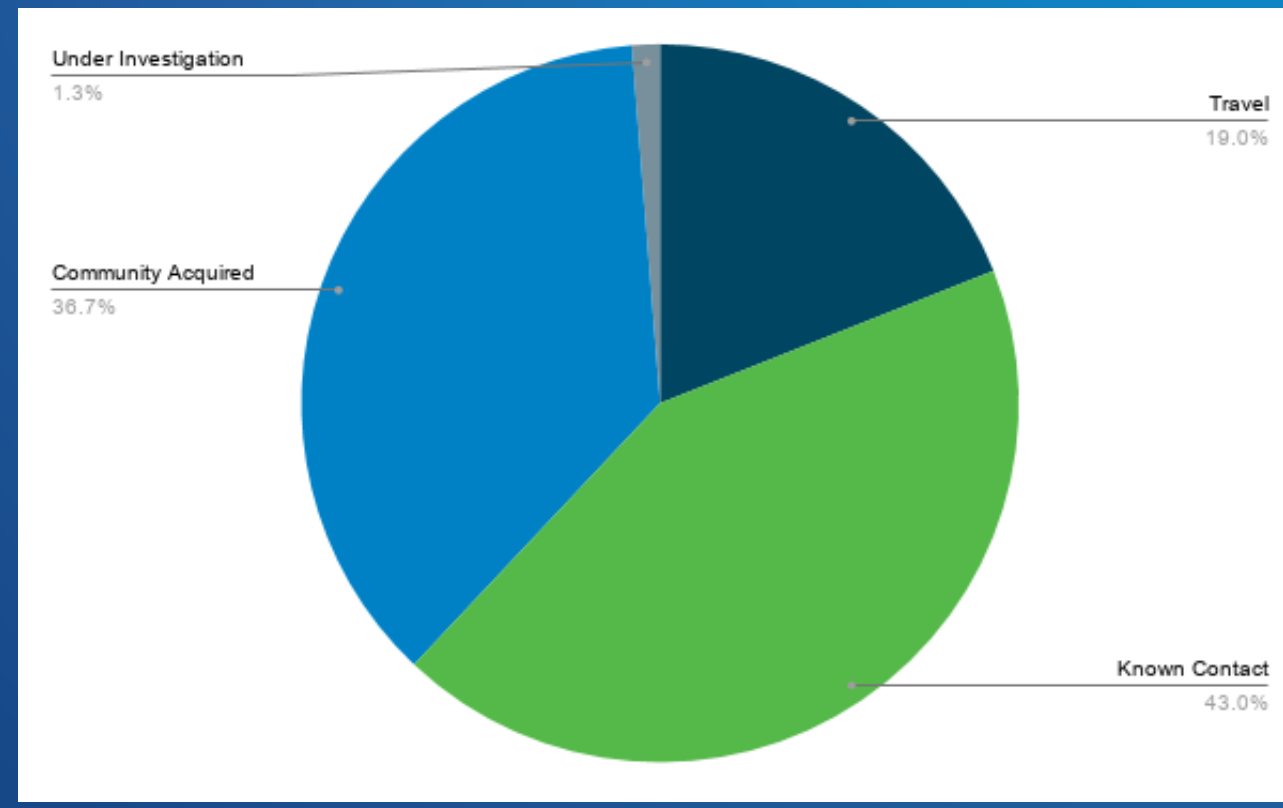
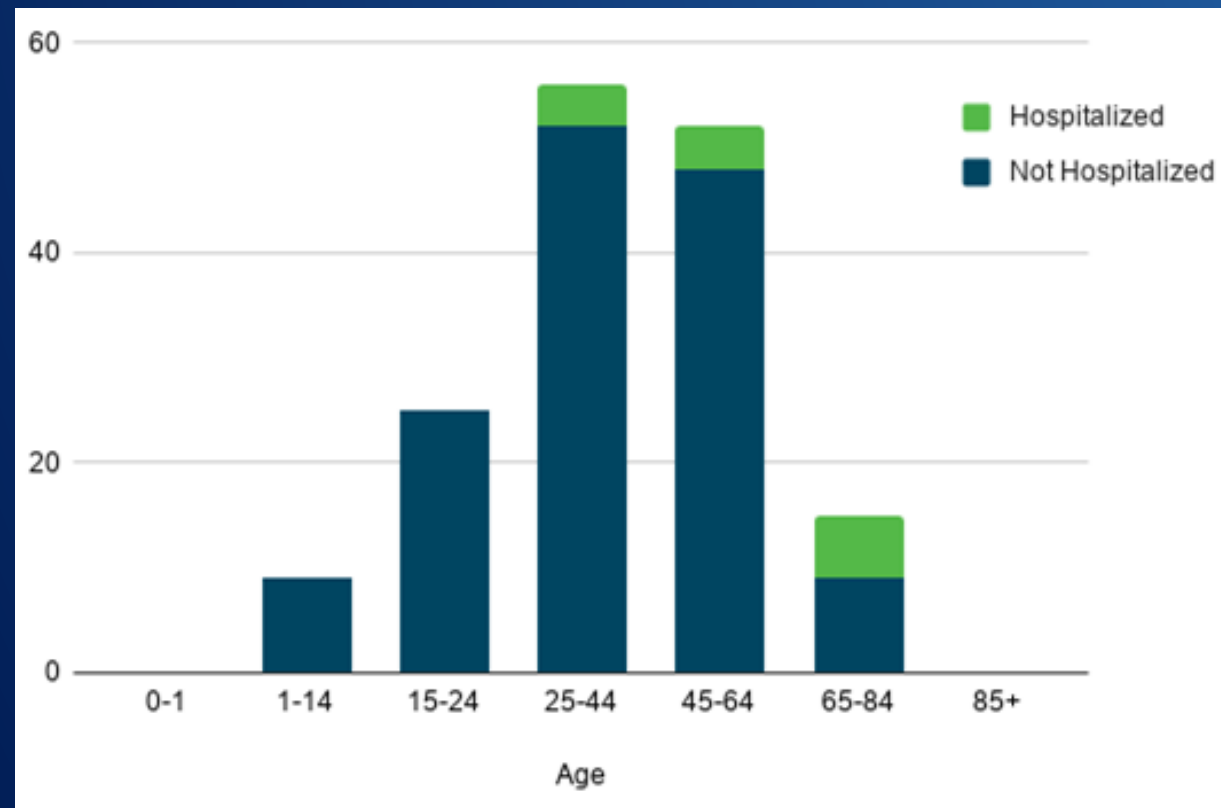
**Hospitalizations**  
14



**Deaths**  
2



**Tested**  
3533





# Communication & Information Sharing

- The Davis County Website: <http://www.daviscountyutah.gov/health/aging-and-adult-services>
- Social Media Platforms    
- A special Facebook page put into effect to keep older residents in contact with others (Davis County Senior Centers)
- Senior Services Newsletters
  1. Activity Center Newsletters
  2. Caregiver Newsletter
  3. Senior Corp (RSVP) Newsletter
- Flyers delivered electronically, by mail, & with MOW deliveries

# Services Currently Provided From Centers



Centers also have shelf stable meals on hand from a local food pantry



**If you are 60 & over and in need of a lunch?**

**Davis County Senior Centers currently provide the following options:**

- Grab-and-go meals
- Home delivered meals (Meals on Wheels)
- Grocery delivery (You order & pay, we can pick up & deliver)



To sign up call (801) 525-5050, option 5.

# What Special Precautions We Are Taking - Spanish/English

DAVIS COUNTY SENIOR SERVICES & MEALS ON WHEELS

**DAVIS COUNTY HEALTH DEPARTMENT EMPLOYEES AND VOLUNTEERS ARE HELPING TO STOP THE SPREAD OF COVID-19!**

- Meals will now be bagged & left at the door for our safety & Yours.
- All staff & volunteers are being screened before reporting to work.
- For our safety and yours, our staff is practicing social distancing by staying 6 feet apart from others.
- Until further notice, all staff is practicing a no handshake or physical contact Policy.
- All staff & volunteers are cleaning and sanitizing hands between all client deliveries.
- Remember social distancing does not mean social isolation. Practice other forms of socialization like, calling a friend, or using video chat, to stay in touch.
- Continue doing the things you love like, yard work and gardening, puzzles, crosswords, arts & crafts.

MEALS WILL NOW BE BAGGED & LEFT AT THE DOOR FOR OUR SAFETY & YOURS.

FOR MORE INFORMATION CALL YOUR CENTER.  
SOUTH DAVIS - 801-451-3660  
CENTRAL DAVIS - 801-444-2290  
NORTH DAVIS - 801-525-5080

[daviscountyutah.gov/coronavirus](https://daviscountyutah.gov/coronavirus)  
[coronavirus.utah.gov/](https://coronavirus.utah.gov/)  
[cdc.gov/coronavirus/2019](https://cdc.gov/coronavirus/2019)

 **Davis**  
COUNTY  
HEALTH DEPARTMENT



DAVIS COUNTY SENIOR SERVICES & MEALS ON WHEELS


**¡NUESTROS EMPLEADOS Y VOLUNTARIOS ESTÁN HACIENDO SU PARTE PARA PREVENIR LA PROPAGACIÓN DEL COVID-19 !**


- La comida ahora se dejara embolsada y en la puerta para la seguridad nuestra y de usted.
- Todos nuestros empleados y voluntarios están recibiendo una revisión de salud, antes de reportar al trabajo.
- Nuestros empleados y voluntarios están practicando el distanciamiento social, manteniéndose 6 pies de distancia de otros.
- Hasta nuevo aviso, todo empleado y voluntario practicara una póliza de no contacto físico (no dar la mano).
- Recordar que el distanciarse socialmente no significa aislarse socialmente.
- Practicar otras formas de socialización como, el llamar amigos o familia por teléfono, usar video chat, para quedarse en contacto.
- Continuar haciendo las cosas que le gusta hacer como, trabajar en el jardín, rompe cabezas, crucigramas, y manualidades.

LA COMIDA AHORA SE DEJARA EMBOLSADA Y EN LA PUERTA PARA LA SEGURIDAD NUESTRA Y DE USTED.

FOR MORE INFORMATION CALL YOUR CENTER.  
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CENTRAL DAVIS - 801-444-2290  
NORTH DAVIS - 801-525-5080

[daviscountyutah.gov/coronavirus](https://daviscountyutah.gov/coronavirus)  
[coronavirus.utah.gov/](https://coronavirus.utah.gov/)  
[cdc.gov/coronavirus/2019](https://cdc.gov/coronavirus/2019)

 **Davis**  
COUNTY  
HEALTH DEPARTMENT



# Next Steps

- Bridge the gap between need for services and fear of someone in the home
- Implementing more digital engagement with caregivers and older adults
- Supporting staff and encouraging self-care

# Contact

Kristy Cottrell MPA RN

Deputy Director/Senior Services

[kcottrell@co.davis.ut.us](mailto:kcottrell@co.davis.ut.us)

801-525-5163



# Q & A

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- Email questions to Rachel Merker, Associate Legislative Director of Human Services and Education, National Association of Counties (NACo): [rmerker@naco.org](mailto:rmerker@naco.org)

# ADDITIONAL RESOURCES

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- [Administration for Community Living: COVID-19 Landing Page](#)
- [National Association of Counties COVID-19 Resources](#)
  - [Phone Line Reduces Senior Loneliness](#)
  - [Counties Move to Protect the Elderly](#)
- [National Association of Area Agencies on Aging COVID-19 Resources](#)
  - [Customizable Flyers from n4a](#)